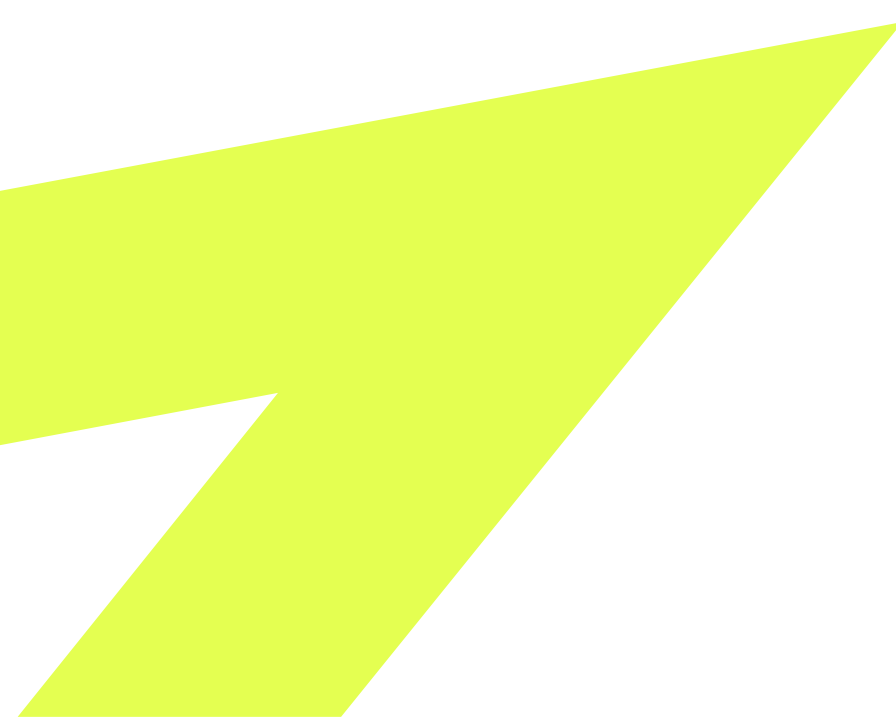


saucony
RUN
SHOREDITCH



VOLUNTEERS EVENT MANUAL



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WELCOME TO RUN SHOREDITCH 10K 2025

Thank you for offering your time as a volunteer at Run Shoreditch 10K 2025. The Motiv Sports team are very grateful for you giving your time to support this event and hope you have a brilliant experience.

This volunteer manual will help you prepare for the day along with your role specific briefing documents.

Please read this carefully and refer to the training documents:

- 1. Keeping Safe as a Volunteer**
- 2. Specific Role Briefing**

RUN SHOREDITCH EVENT OVERVIEW

On **Sunday 21 September 2025**, we'll be bringing thousands of runners and spectators together for an unforgettable day of sport and celebration in the heart of Hackney and Islington.

The race will start and finish in Shoreditch Park, and while this is the first year in its new format, the event used to exist as part of the Adidas City Runs Series (2017–2019).

In its first year we're expecting around 8500 runners to take on the 10K challenge, cheered on by an estimated 12,000 spectators lining the streets and gathering at the park. It's a big stage, and our goal is simple: create a safe, smooth, and fun experience for everyone involved. By doing this, we'll not only deliver a brilliant event in 2025 but also set the foundation to grow in future years — with plans to add a half marathon in the future.

We hope you enjoy your day and don't forget to have fun!

KEY TIMINGS

FRIDAY 19 TH SEPTEMBER		LOCATION
11:30 – 19:00	Race Pack collection volunteers' arrival	Saucony Store - 4 James St, Covent Garden WC2E 8BH

SATURDAY 20 TH SEPTEMBER		LOCATION
09:30 – 18:00	Race Pack collection volunteers' arrival	Saucony Store - 4 James St, Covent Garden WC2E 8BH

SUNDAY 21 ST SEPTEMBER		LOCATION
06:30	Road Closure and Parking suspensions begin	
07:00 – 08:00	Volunteers arrive	Various Locations
07:30	Bag Drop & Helpdesk open	Shoreditch Park, N1 6TA
09:00	Saucony Run Shoreditch 10K Race starts	Bridport Place
09:30	First finisher expected / Final starter crosses start lines	Mintern Street / Bridport Place
11:15	Last runner expected & race cut off time	Mintern Street
14:00	Final course road reopened	

MAPS

ROUTE MAP



VOLUNTEER PRE-EVENT PREPARATION

WELFARE

- If you're feeling unwell or have been unwell in the 48 hours leading up to your shift, please do not attend your volunteer role.
- Instead, contact the volunteer team or your supervisor/team leader as soon as possible to let them know you're unable to attend.

TRAVEL

- Do plan your route and give yourself some extra time to get to your volunteer location, especially given how busy it will be on public transport.
- **Check your volunteer sign in location on pages 8-9 and on your role specific briefing document for your sign in location.**

PUBLIC TRANSPORT

If travelling by TfL services plan and check <https://tfl.gov.uk/tube-dlroverground/status> before travelling.

Please be aware that on Sundays, some of the tubes do not run during the early morning.

The following stations are closest to the race area.

- **Hoxton:** London Overground – (16 minutes' walk to Shoreditch Park)
- **Haggerston:** London Overground – (18 minutes' walk to Shoreditch Park)
- **Old Street:** Northern Line service (10-15 minutes' walk to Shoreditch Park)

Please check with the transport providers for service updates before your shift

[Transport for London service updates](#)

[National Rail enquiries](#)

CYCLING

- Please note that there are no specific cycle parking facilities. Please use official local bike parking.

BUS

- Due to road closures many local bus services will be running on diversions in the morning. Please check with www.tfl.gov.uk for further details.

PARKING

- There is no parking on site, so we are unable to offer volunteer parking.

RACE PACK COLLECTION – PRE EVENT

- If you are volunteering in the race pack collection role at the Saucony Store in the week before the event, the nearest underground station is **Covent Garden** or **Leicester Square**.
- Please note that there are no lifts at the store. However, we're setting up a small collection zone upstairs to better support individuals with mobility needs.
- **There is no parking available**, so we recommend that you use public transport, cycle or walk to make your way to your volunteer position. The area is well served by underground and national rail stations.

WHAT TO BRING

This is an outside event. As we know, the weather can be unpredictable – make sure you bring extra warm and dry layers. We will provide ponchos for use in wet weather. Equally, if the weather is forecast to be warm make sure you are prepared for that with sun cream, hats, sunglasses, and suitable clothing.

Please wear dark trousers/leggings/shorts and comfortable, ideally non-branded, closed-toe shoes or trainers. All clothing should be clean and presentable, with limited brand logos.

You will need to always keep your belongings with you due to security precautions, so please bring a small rucksack or bum bag that you can comfortably wear on your back throughout the event.

Don't forget:

- some extra snacks
- a reusable water bottle and/or thermos with hot drink
- to bring any regular medications that you may need.

ON THE DAY

WHERE TO GO AND SIGNING IN

Please look out for the black staffing flag.

Please see below for your check-in location. You will also receive a detailed role specific briefing including a map of the immediate area and details of your supervisor/ team leader in the week before the event

QR CODE

- To check in, you will need to show your **QR code which will be emailed to you from Let's Do This (the platform you registered with for the event)**.
- A member of the team will scan this QR code which will confirm your attendance.
- If you can't find your QR code, speak to the volunteer team, and they will resolve this.
- **You must ensure you scan in to claim your Volunteer Reward later in the year.**
- For **Course Volunteers**, please ask your supervisor to scan your QR code at our location (aid stations or sector marshals)

ROLES AND SHIFT TIMES

See below for the volunteer role start and finish times, these are still subject to some minor amendments, please check your emails / messages for any changes about your shift.

Your specific role description, including the contact details of your team leader/supervisor, will all be emailed to you the week before the event.

FRIDAY 19TH SEPTEMBER- RACE PACK COLLECTION ONLY

RACE PACK COLLECTION			
ROLE	SIGN IN	START	FINISH
Race Pack Collection Morning Shift	Saucony Store - 4 James St, Covent Garden WC2E 8BH	11:30	15:00
Race Pack Collection - Afternoon Shift		14:30	19:00

SATURDAY 20TH SEPTEMBER– RACE PACK COLLECTION ONLY

RACE PACK COLLECTION			
ROLE	SIGN IN	START	FINISH
Race Pack Collection – Morning Shift	Saucony Store - 4 James St, Covent Garden WC2E 8BH	09:30	14:00
Race Pack Collection – Afternoon Shift		13:30	18:00

SUNDAY 21ST SEPTEMBER see below for your sign in location

EVENT ROLES				
ROLE	SIGN IN	WHAT 3 WORDS	START	FINISH
Start Team	Staffing Tent – Shoreditch Park	///taped.before.seat	07:00	11:00
Finish Team			08:30	12:30
Rewards Team			08:00	13:00
Welcome / Arrivals Team			07:00	13:00
Helpdesk / Info Team			07:15	12:30
Hospitality and VIP Team	Baggage Marquee – Event Village	///festivity.fine.paints	07:15	12:30
Bag Drop Team			07:00	13:30

COURSE ROLES				
ROLE	SIGN IN	WHAT 3 WORDS	START	TIME
Course Marshal – Sector A	Outside Express Supersave, 130 Balls Pond Rd, N1 4AD	///hears.afford.client	07:30	12:30
Course Marshal – Sector B	Outside Duke of York Pub, 33 Downham Rd, N1 5AA	///chops.shorts.heat	07:30	12:30
Aid Station 1	20 Buckingham Rd, N1 4DD	///comb.faced.spot	07:30	13:30
Lead Cyclist	Staffing Tent – Shoreditch Park	///taped.before.seat	07:30	10:30
Sweep Cyclist			08:00	12:30

VOLUNTEER IDENTIFICATION & UNIFORM

You will be provided with a Motiv Sports hi-vis when you sign in. Please wear the hi-vis over outer layers i.e., long sleeves tops, jumpers, and coats and return to your team leader or to the volunteer team when you have finished your shift.

FOOD & REFRESHMENTS

Water: There are water points available within the Event Village and out on the course so please bring a reusable water bottle to refill as frequently as you wish.

Lunch: Packed lunches will be provided. Your team leader/supervisor will advise if you'll need to collect, or if one of your team will collect.

PLEASE NOTE: If you have any dietary requirements, please let us know and we will do our best to accommodate them. We do recommend bringing extra food/snacks if you have specific requirements or allergies just in case.

If at any time you need to take a break, or your area manager forgets to let you know where to get refreshments / packs from please do give them a nudge. This may well slip their mind during busy or stressful periods so don't hesitate to put your hand up and ask any questions.

Volunteers based in the venue can access drinks & snacks in the volunteer tent as well as a space to sit down for a break.

EVENT DAY COMMUNICATION

Your Supervisor/Team Leader will be moving around your area. Please direct all communications through them. We recommend swapping your mobile number with them on arrival in case of emergencies.

If you are not able to contact your Supervisor/Team Leader, please contact the nearest member of the security team or the Volunteer Team.

CONTACT NUMBERS:

Volunteer Team: **020 4583 7531**

Event Control Room Number: **0303 0401 402**

Event Day Emergency Number: **0303 0401 403**

SOCIAL MEDIA

If you are happy to share your volunteer activities via your social media channels, please do.
It's great to hear how volunteers make such a difference to Motiv Sports events.

#MotivSports
#RunShoreditch

Instagram – <https://www.instagram.com/runshoreditch>

Facebook – <https://www.facebook.com/Run-Shoreditch>

WHEN IT'S TIME TO FINISH

A massive thank you, in advance, for your time, support and enthusiasm. Hopefully as well as making the Saucony Run Shoreditch 10K a great experience for the participants it will be equally enjoyable for you too.

Your Supervisor / Team Leader will either sign you out at the end of the day or advise you to sign out at the staffing tent. Do feel free to pop by to say goodbye!

MANUAL HANDLING

If you are required to carry out manual handling operations; a suitable and sufficient assessment of those operations will be made. Where appropriate, training (general or specific) will be provided to ensure, so far as is reasonably practicable, the health and safety of everyone on the event team.

If for any reason, you feel unable to lift or move anything please let your supervisor/team leader know. Always make sure that you know what you are going to do with an object before you pick it up. Make sure that your path is clear.

RISK ASSESSMENT AND SAFETY INSPECTIONS

Slips, trips and falls are the most common cause of injuries. To prevent slips, trips and falls;

- All floors and footpaths should be regularly checked.
- If necessary, an approved form of cable capping or covering should be used.
- Furniture, especially low tables and stools etc must be arranged so that a clear and safe walkway is provided.
- Good housekeeping is essential; boxes, equipment etc must not be placed on the floor where they are likely to cause slips, trips and falls.
- Supervisor/Team Leader are required to ensure that any defects/damage to footpaths, course area etc are addressed immediately.
- Where defects cannot be immediately rectified, appropriate preventative action must be taken to ensure that no one is injured.

FAQ

Q: What if I can no longer make a shift?

A: Please email volunteers@motivsports.co.uk as soon as possible if you can't make a shift. If it is on the day, then please call us on 020 4583 7531.

Q: How will I know where to go on my first shift?

A: Please refer to your briefing documents which will be shared ahead of the event. If you are unsure, please email us ahead of the event or call 020 4583 7531 and we should be able to resolve this.

Q: What should we wear on our bottom halves?

A: Please wear dark trousers/leggings/shorts and comfortable, ideally non-branded, closed-toe shoes or trainers.

Q: What should I do if I am running late to a shift?

A: Please just get there as soon as possible and if you can, contact the volunteer team on 020 4583 7531 to let them know.

Q: I want to amend my reward option; how do I change it?

A: Please log in to your Let's Do This account (the platform you used to register for the event), where you'll be able to make changes to your reward option.

Q: I have accessibility needs; how can I get support?

A: We're committed to making your volunteer experience as inclusive and comfortable as possible. If you have any accessibility needs or concerns, please reach out to the volunteer team ahead of time. We're here to support you!

A-Z EVENT INFORMATION

Accidents / First Aid A medical team will be on site throughout the event in case of any accident or first aid requirements. All event staff should be briefed on the location of the first aid team by their Supervisor/Team Leaders.	Baggage There is baggage facilities based within the event village in Shoreditch Park for runners. Runners should attach the tear off band from their bib numbers onto their bag, before dropping off.
Cleaning & Recycling Bins are located throughout the Event Village for the collection of food, general waste and recycled waste.	Customer Complaints If any complaint is received, inform your Supervisor/Team Leaders. If the matter is not resolved at the event itself, anyone wishing to make a formal complaint should put it in writing to hello@runshoreditch.com
Information On the event day, the customer service team will be based at the Help Desk in Shoreditch Park. Participants can visit the Help Desk to collect their race pack if they haven't received one in the post prior to event day.	Lost Property Any items found should be handed in to your Supervisor/ Team Leaders. During the event, lost and found items will be held at the Information point. Any items not claimed by the end of the event will be logged and taken back to the MOTIV Sports
Media Enquiries Any enquiries from media should be directed to the Press marquee which is located within the hospitality compound. In the event of an emergency or incident, please do not make any comment or statement to any media. Please pass all enquiries to your Supervisor/Team Leaders.	Parking Facilities There is no parking facilities supplied for staff, volunteers or participants and spectators. Everyone is advised to use public transport to get to and from the event.
Smoking / Vaping Policy Staff and volunteers are reminded that smoking and vaping is NOT permitted at any time during the event, whilst wearing anything branded.	Social Media Staff and volunteers using Social Media networks are asked to follow the guidelines detailed in the 'Policies and Procedures' section to ensure no communication can be misconstrued.

POST EVENT

FEEDBACK FORM

Your feedback on how the event went from a volunteer perspective is very valuable and helps assess improvements and evaluate the requirements of volunteers' role on the day.

Please give immediate feedback, both positive and suggestions for improvements to your Team Leader /Supervisor or the volunteer team and look out for a feedback form that will be sent to you in the week following the event.

You can also email volunteers@motivsports.co.uk with your comments.

VOLUNTEER EXPENSES

Public transport or bicycle travel expenses for Run Shoreditch 10K volunteering may be claimed up to the value of £15 for each shift completed at the event.

To claim, enter the type of travel or number of miles travelled and multiply by the applicable rate.

Submit claims with relevant receipts

- Public Transport: Up to £15.00 per shift
- Or Car Travel: £0.45 per mile up to £15.00 per shift
- Or Bike Travel: £0.20 per mile up to £15.00 per shift

Reimbursement claims should be made via the volunteer expense claim form located on the volunteer webpage. Email the team volunteers@motivsports.co.uk if in doubt.

All volunteer expense claims must include a copy of your receipts/tickets. Please submit your claims no later than 30 days from the date of the event.

VOLUNTEER REWARDS

We'd like to extend a big thank you for your time! Please keep an eye out for an email with a special invitation to sign up to your chosen 2026 Motiv Sports event.

You will be sent a reminder in due course and do not panic if you see any socials about the event selling out - we keep all the spaces for our wonderful volunteers reserved! You will not miss out.

Reminders will be sent for you to do so at the end of the season in **late October**.

Once all the volunteer reward choices are collated by the end of 2025 then the entry codes will be emailed to you.

THANK YOU!

Your time, energy and help are very much appreciated by the Motiv Sports staff team, all participants and supporters. We look forward to welcoming you to Shoreditch!

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